EXHIBIT H

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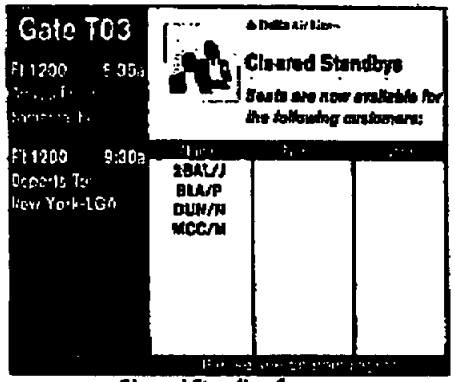
The Standby Process

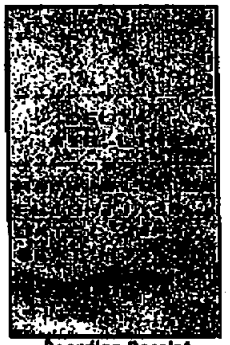
If you are standing by for a different flight or an upgrade we will use the screen to notify you when to see the agent at the boarding door.

To protect the privacy of our customers, only the first 3 letters of the *last name* and the first initial of the *first name* will be displayed on the screen. For example, Mark William would appear as Wil / M.



Cleared Standbys Screen

Once your name appears on the *Cleared Standbys* or *Cleared Upgrades* screen, proceed to the agent positioned at the gate reader next to the boarding door. Present your old boarding card and you will be given a boarding receipt with your new seat assignment.
You are now ready to board!



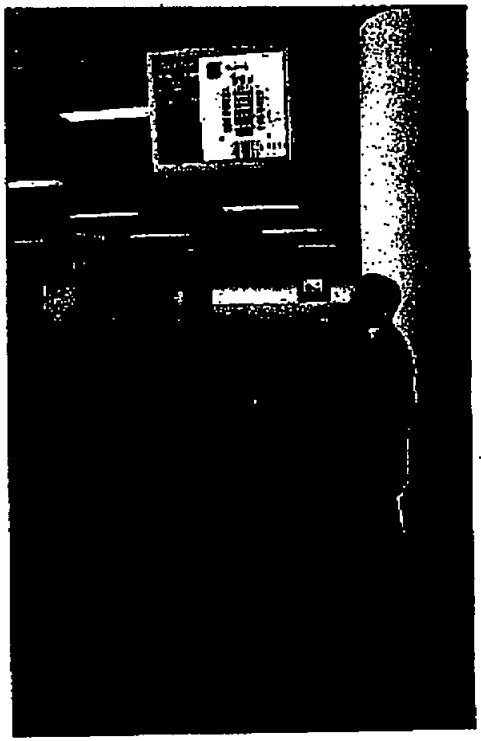
Boarding Receipt

If you have any questions about the process, please ask the gate agent.

Delta

Enhanced Standby Boarding in Jacksonville

Customer Guide



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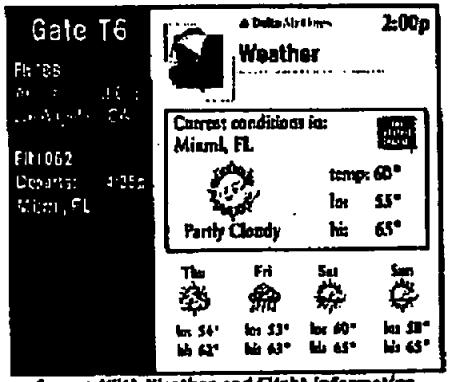
New Ideas

Delta is always looking for new ways to make your airport experience more pleasant. We are currently testing a different way of boarding standby customers in Jacksonville and have developed this brochure to introduce it to you.

What is it?

Delta has recently developed an innovative Gate Information Display System to provide important, up-to-the-minute flight information in the gate area.

Large flat screens installed at each gate in Jacksonville continuously display useful information concerning your flight including meal service, flight time, boarding times and weather conditions at the destination city. These screens are also used during the boarding process to alert you when it is time to board.



Screen With Weather and Flight Information

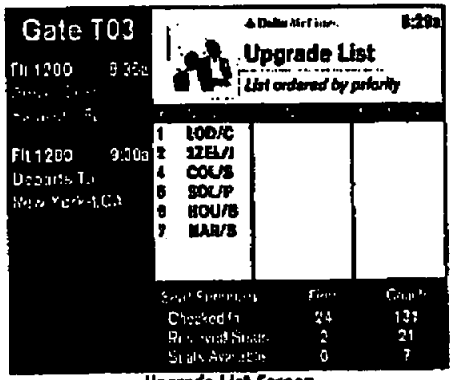
We are now using these screens to display standby lists and names of customers who have been cleared from the standby and upgrade lists.

The Standby and Upgrade Lists

(Note: Due to our testing schedule, this feature may not be available for your flight.)

Our customers have told us that they want to see as much information about their flight as possible, including standby lists. You will see two separate list screens at the gate. The Upgrade list displays the names of customers desiring to upgrade to first class. The Standby list displays the names of customers confirmed on another flight desiring a seat on this flight.

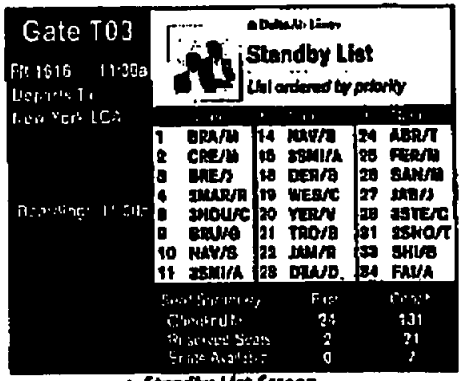
To protect your privacy, only the first 3 letters of your *last name* and the first initial of your *first name* will be displayed on the screen. For example, Mark William would appear as Wil / M.



Upgrade List Screen

Many factors determine a customer's place on the standby and upgrade lists. Platinum, Gold and Silver SkyMiles members are given special consideration due to their Medallion status. The type of ticket a customer is holding and situational factors (such as earlier flight delays or cancellations) may also determine where a person appears on the standby list.

Please keep in mind that a customer's place on the standby or upgrade list may change because of these factors.



Standby List Screen

The Seat Summary

The seat summary is shown directly below the standby / upgrade information. It indicates the number of checked-in customers and seats still reserved for the flight. This information is useful in ascertaining your chances for being cleared for a seat on the flight or an upgrade.

Please note that while the information displayed in the summary is accurate, there may be other factors that will determine the final outcome of your standby situation. Please remain in the gate area until advised by either an agent or the screen to do otherwise.

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